COVID-19 Emergency Operations Center

SOP No: MS-154
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Standard Operating Procedure
Room Checks

Subject: Room Checks for Medical Shelter Sites

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1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on how to conduct a room check for incoming guests at Medical Shelter sites.

Room Checks are conducted following a scheduled room cleaning. The room should be ready for occupancy and this check is to confirm and provide a record of such availability.

Once a room has been cleaned, Site Management will conduct a room check to confirm that the room is ready for occupancy. Case Management Resident Aides will perform their secondary room check in preparation for client admittance.

2. Procedures

- Cleaning Crew will notify Site Management of their room cleaning completion or notate where they left off if the list is too great for their available manpower.

- Site Management will then take the Room Readiness Checklist, gloves, Zep and a dry erase marker and provide an inspection of all electronics and appliances and make notes of any maintenance needs on the Room Readiness Checklist.

- If room is <u>cleaned and in working order</u>, Site Management will:
  - Update the door's whiteboard to read "CLEAN MM/DD".
  - Update Site Tracker as "Available" with date of room check
  - Notify Case Management and Clinical of rooms now "online"

- Case Management will then conduct their own room check and update the white board to read "AVAILABLE" or "ONLINE"

- If room is <u>cleaned and has a fixable maintenance issue</u>, Site Management will:
  - o Fix the issue
    - Examples include: room smell, replace light bulb, get a new TV Remote, swap out non-working appliance from Hotel Stock
  - o Update the door's whiteboard to read "CLEAN MM/DD"
  - o Update Site Tracker as "Available" with date of room check
  - o Notify Case Management and Clinical of rooms now "online"
    - Case Management will then conduct their own room check and update the white board to read "AVAILABLE" or "ONLINE"

- If room is <u>cleaned and has a more complicated or specialized maintenance issue</u>, Site Management will:
  - o Notify Hotel Management of the room's needs.
    - Examples include: Plumbing issues, AC/Heat not working, TV broken, significant damage to windows or walls
  - o Update the door's whiteboard to read "CLEAN & OFFLINE MM/DD"
  - o Update Site Tracker as "MAINTENANCE," list the maintenance issue with the date under Maintenance Notes, and update the date of room cleaning.
  - o Notify Case Management and Clinical of rooms now "OFFLINE"

3. **References:**
   - Site Tracker
   - Room Readiness checklist

Room Readiness Checklist

Site Management Name:			Room Number:	
			Date:	
			Time:	

1. Door			7. Sink	
Maintenance Check	Yes/No		Maintenance Check	Yes/No
Door can open with keycard			Sink is clean	
Door can close			Sink turns on	
Door can lock			Hot water is working	
			Cold water is working	
2. Lights			Sink is draining	
Maintenance Check	Yes/No			
(2) Entry Lights Works			**8. Toilet**	
(2) Bedroom lights works			Maintenance Check	Yes/No
Vanity Light (above sink) works			Toilet is clean	
Bathroom light works			Toilet can flush	
3. Television/ TV Remote			**9. Shower/Bathtub**	
Maintenance Check	Yes/No		Maintenance Check	Yes/No
TV turns on			Bathtub is clean	
TV screen is working			Hot water is working	
Volume and Channel buttons are working			Cold water is working	
			Shower is working	
4. Microwave			Shower Curtain is available	
Maintenance Check	Yes/No			
Microwave turns on			**10. AC**	
Microwave is clean			Maintenance Check	Yes/No
			AC remote is working	
5. Phone			AC is turning on	
Maintenance Check	Yes/No		AC is getting cold	
			AC is getting hot (Heater function)	
Phone is plugged in				
Phone can call out			**11. Overall Room Quality**	
6. Refridgerator			Maintenance Check	Yes/No
Maintenance Check	Yes/No		Strong Room Odor	
Refridgerator is clean			Drawers are clean	
Refridgerator is cold			Plumbing is leaking	

Notes:_____
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